



Emergency Care Training Policy Document

Learning Environment

Version 3.3

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The following is an extract from this policy in relation to Equality, Diversity and Complaints.

5.1 Access to Training

Emergency Care Group is committed to ensuring fair access to Training for all learners.

All learners/Clients will be provided with all information required before the commencement of the course.

Every reasonable accommodation will be made to ensure that learners with permanent or temporary disabilities, or those with a learning disadvantage are facilitated. Examples of this would include the provision of a signer / interpreter for deaf / non-English-speaking learners.

Learners must meet the required standards for the course whether by traditional or non-traditional methods.

Emergency Care accepts that some learners will be unable to meet the required standards for the course by virtue of physical, mental or learning disadvantage.

5.4 General Information.

Emergency Care Group Ltd. is committed to equal opportunities for all, irrespective of age, colour, disability, ethnic or national origin, marital status, nationality, race, religion, belief, sex, sexual orientation, or other considerations not justified in law, which are irrelevant to the performance of the task.

The Company is committed to taking positive action to promote such equality of opportunity in relation to recruitment, promotion, transfer, training, benefits, facilities, and procedures.

The Company shall also, through the application of all its policies, seek to appoint, develop and retain the people & customers required to meet its business objectives. It is Emergency Care Group Ltd.'s objective to achieve best practice in all policies and procedures to support its objectives of ensuring equality of opportunity for all existing and potential employees/contractors and customers/learners.

In addition to employees, this Policy will apply to the Company's treatment of agency staff, contractors, consultants, or any other person working for or on behalf of Emergency Care Group Ltd. The Company will also expect other persons working for or on behalf of the company to be aware of and comply in full with this Policy.

Discrimination is viewed by Emergency Care Group Ltd. as serious misconduct and as such will be subject to action under the Disciplinary Procedure. Employment Tribunal proceedings for discrimination can be taken against both employers and employees and in some cases, an individual employee may be found personally liable to compensate the person bringing the claim of unlawful discrimination.

The company is committed to a fully efficient and effective Equal Opportunities Policy and will:

- through appropriate communications, ensure that this Policy is understood and implemented, and that all individual employees fully understand their personal responsibilities;
- ensure that all agency workers, contractors, consultants and any other persons working for or on behalf of the company are fully aware of and comply with this Policy;
- make appropriate provision for the implementation and periodic review of this Policy;
- review its recruitment, selection, employment practices and opportunities for training and development; and
- monitor the effectiveness of the Policy, aiming for continuous improvement in all aspects of equal opportunities in employment & business practice.

Customers & Learners

If any learner or client feels they have been discriminated against they should at first instance talk to their training coordinator or Emergency Care Group Ltd. contact who may be able to resolve the complaint informally in line with the company's Communication Policy, between the various parties involved. This will be done confidentially and dealt with promptly.

If an informal approach is unsuccessful, or inappropriate, a formal written complaint should be submitted for the attention of the Emergency Care Group Ltd. Managing Director, copying their own company's course coordinator, and this process will be treated in strictest confidence and dealt with promptly. Reference will also be made to both the complainant's individual course Evaluation Sheet and the totality of the group's sheets & feedback for evidence of discrimination or any other unacceptable outcomes.

5.5 Complaints

Where a learner or client has a complaint in relation to any aspect of a course run by or through Emergency Care they should at first instance talk to their training coordinator or Emergency Care Group Ltd. contact who may be able to resolve the complaint informally, in line with the company's Communication Policy, between the various parties involved. This will be done confidentially and dealt with promptly.

If an informal approach is unsuccessful, or inappropriate, a formal written complaint should be submitted for the attention of the Emergency Care Group Ltd. Managing Director, copying their own company's course coordinator, and this process will be treated in strictest confidence and dealt with promptly.

5.6 Sexual Harassment, Bullying and Harassment Code of Practice

In line with Emergency Care Group Ltd.'s Safety Statement, the Company is wholly committed to ensuring a workplace free of incidents of Sexual Harassment, Bullying or General Harassment. All employees, contractors and learners have the right to be treated with dignity and respect at work, and work in an atmosphere of openness, safety, collaboration, equality and respect. Everyone has a responsibility to maintain this work atmosphere. Complaints in relation to these issues will be taken seriously by Company Management, and dealt with fairly, sensitively, confidentially and with respect.

Management, Employees, Contractors and Learners should:

- Provide good example to all in the workplace.
- Promote awareness of our approach to this issue and be aware of the Complaints Procedure.
- Be vigilant for signs of bullying / harassment / sexual harassment at work, and seek feedback from employees and learners.
- Deal with issues before problems escalate.
- Deal with bullying / harassment / sexual harassment issues with sensitivity.
- Clearly explain the complaints procedures to a complainant and ensure that no victimisation ensues from a complaint.
- Monitor and follow up bullying / harassment / sexual harassment issues to ensure it does not reoccur.

In the event of a complaint of bullying / harassment or sexual harassment the following procedure should be followed:

- The complainant should be reassured that the matter will be dealt with quickly, and in confidence.
- The matter should be reported to the Managing Director (or Designate) as soon as is practical.
- The Managing Director should investigate (or appoint someone to investigate) the matter, and, on reaching a finding, communicate the finding to all stakeholders involved, as soon as is practical.
- Where disciplinary action is required, it should be in line with the Company Safety Statement, and current Legislation.